

## ABSTRACT OF THE DISCLOSURE

A trouble case point update unit subtracts point from point stored in a trouble point storage unit when a trouble occurs. A processing-time-reference exceeding case point update unit subtracts point from point stored in the trouble point storage unit when a response delay occurs. A trouble point recovery unit adds point to the point stored trouble point storage unit and processing-time-reference exceeding case point storage unit when a predetermined time passes since the last addition and storage. A point initialization unit sets the points stored in the trouble point storage unit and processing-time-reference exceeding case point storage unit to an initial point when a defective component is replaced. A degradation determination unit degrades a defective component in a case where the point in the trouble point storage unit or processing-time-reference exceeding case point storage unit become equal to or lower than a reference point.